



**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, DC 20460**

**OFFICE OF  
ADMINISTRATION  
AND  
RESOURCES  
MANAGEMENT**

Date: February 12, 2015

RFQ #: RFQ-PR-OARM-14-01026

Title: SMD Technical Support Services

Dear GSA Schedule Vendor,

The Environmental Protection Agency (EPA) is in need of a bridge contract extending all services required under GSA task order EP09H002170. The Government will award a sole source, logical follow-on to EP09H002170 under the authority of FAR 8.405- 6(a)(1)(i)(C). The Government will issue this as a Time and Material GSA Task Order under GSA Schedule 84 with one (1) six-month Base Period and six (6) one-month Option Periods.

You have been identified as a sole source for the above mentioned requirement. Please note that the Government issued Statement of Work (SOW), as attached, and vendor submitted Technical Proposal (Sections I – IV) dated August 4, 2009 will be carried over to the bridge contract. However, the vendor must re-submit Resumes of both Key Personnel and Non Key Personnel as well as Price Quote.

Please note that prices will be used to determine the best overall value to the Government. Prices offered should be equal to or less than the vendor's GSA contract prices. Additional discounts are strongly encourage.

Please submit a quote with the following information on the first page:

- (a) RFQ number
- (b) Company name, address
- (c) GSA number, DUNS number, CAGE number
- (d) Name, telephone number & e-mail address of main point-of-contact
- (e) Name, title and signature of authorized representative
- (f) Date of submission

Please include the following information as part of your quote:

(g) Resumes and Non-Disclosure Agreement of both Key Personnel and Non Key Personnel. Clearly identify the names of Key Personnel. Please use the same or similar format of resumes previously submitted, noting labor category and relevant experience tied to EPA's SOW.

(h) Prices broken down for each period of performance. Clearly indicate the Total Price, including ODC and Travel, for each period of performance.

The vendor shall submit a detailed price quote broken down for the Base Period, identifying an hourly rate for each labor category. The rates shall include wages, indirect costs, general, administrative expenses, profit, any other costs or assumptions associated with performing the tasks in the SOW. The vendor shall include a separate price for ODC for each period. In addition, the vendor shall include a separate price which outlines their local/remote travel for each period, if applicable. Travel shall be billed and reimbursed in accordance with Federal Travel Regulation. Visit [www.gsa.gov/fttr](http://www.gsa.gov/fttr) for details. Price for each Option Period shall be broken down in the same manner. Consideration of the option periods will not obligate the Government to exercise the options.

**Electronic copies of your submission shall be received on or before 10:00 AM, Eastern Time, 2/19/15.** Electronic copies of submission shall be submitted via email in Portable Document File (PDF) format to [kim.esther@epa.gov](mailto:kim.esther@epa.gov).

The vendor's submission will be incorporated by reference and made a part of the considered bridge contract. In the event of any inconsistency between the provisions of the EPA order and the vendor's submission, the EPA language shall take precedence.

## STATEMENT OF WORK

### Statement of Work for the EPA Security Management Division

Period of Performance: ~~Base October 1, 2000 to September 30, 2010~~  
~~Four One Year Options~~

**1. Scope and Background** The Security Management Division (SMD) was created as a result of the events of September 11, 2001. Since that time, the Division has expanded to comply with federal security requirements and encompasses all security principles to create a horizontal comprehensive security program. Organizationally it is located within EPA's Office of Administration and Resources Management (OARM), Office of Administrative Services (OAS). This contract directly supports the Continuity of Operations Program, and the Occupant Emergency Program of the Security Management Division (SMD) and Office of Administration and Resources Management (OARM). The goal is to have a risk-based comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation.

The mission of SMD is to provide products, resources, and services necessary to protect and safeguard EPA employees and personnel, facilities, infrastructures, and other critical Agency assets. In addition to the Division Director's immediate office, SMD is comprised of three separate and distinct Branches: Physical, Personnel, and Headquarters Operational Security. This contract is designed to provide program support that crosscuts the core functions of the entire organization. The scope of this contract would support the below categories of information, but is not limited to:

- Continuity of Operations Program (COOP),
- Occupant Emergency Program (OEP) and Emergency Preparedness,
- Administrative and Technical Support,
- Strategic Planning and Implementation,
- Security Outreach and Communications
- Policy and Standard Operating Procedure Development

This multi-tasking effort requires professional and technical expertise in continuity of operations; physical and technical security disciplines; multi-level communication capabilities; emergency preparedness; and expertise in areas of access control and alarm systems intrusion detection systems, and closed circuit television systems.

In all contact with the public and Government officials, contractor personnel shall identify themselves as contractor employees working under contract to the EPA. Contractor identification badges/visitor badges shall be prominently displayed at all times and shall be clearly visible in all public settings. The contractor shall submit all analyses, options, recommendations, reports, and training materials required under this contract in draft for critical review by the Contracting Officer's Representative (COR). The Government will make all final regulatory, policy, and interpretive decision resulting from contractor-provided technical support under this contract and make the final decision on all contracting provided recommendations.

The contractor shall not publish or otherwise release, distribute, or disclose any work product generated under this contract without obtaining EPA's express written approval. When submitting materials or reports that contain recommendation, the contractor shall:

- Explain or rank policy or action alternatives;
- Describe procedures used to arrive at recommendations;
- Summarize the substance of deliberations;
- Report any dissenting views;
- List sources relied upon;
- Detail the methods and considerations upon which the recommendations are based.

The contractor shall not provide any legal services to EPA under this contract, absent express written advanced approval from EPA's Office of General Counsel.

**2. Travel** All costs associated with local travel within a fifty (50) mile radius of the Contractor's normal place of performance commuting area are not reimbursable. Frequent local travel between the Contractor's facilities and EPA HQ and the COOP Site is anticipated. The EPA COOP site is within a fifty mile radius of EPA Headquarters in Washington, DC. The OARM COOP Site is located in North Carolina and the contractor will be expected to travel there at least once annually and possible up to five times annually. Trips will normally not exceed 5 working days plus time to transit. The specific travel requirements will be identified in the individual TDLs as issued by the COR to the contract.

Costs associated with long distance travel will be made in accordance with the Federal Travel Regulation and the FAR Subpart 31.205-46. All long distance travel shall be pre-approved by the COTR. A written request sent to both the contracting officer (CO) and the COTR shall be submitted well in advance of any anticipated travel in order to allow sufficient time for notification and approval. The following information shall be provided in the request:

- a) Name of the individual(s) who will be traveling;
- b) Inclusive dates and location(s) of proposed travel;
- c) Purpose of trip and program being supported; and
- d) Cost breakdown.

**3. Deliverables** All deliverables under this contract will be delivered using Microsoft Office software and will be given in both hard and soft copies.

Requirements, deliverables, and due dates for deliverables will be specified in Technical Direction Letters (TDLs) issued to the contractor by the Contracting Officer's Representative (COR). The contractor shall not begin work on any of the tasks until a TDL is received.

Written deliverables will be specified in TDLs issued by the COR to the Contractor. The contractor shall provide a draft form of all written deliverables to the EPA COR. The Government will provide comments on these deliverables in writing. The contractor shall incorporate all comments, revise the deliverable, and submit final electronic and hard copies to

the COR. The EPA COR will be responsible for the consideration and dissemination of all EPA comments.

**4. Monthly Reports** The contractor shall provide monthly cost and performance reports to the COR on the 15<sup>th</sup> of every month. The report shall consist of a cost and performance portion. The cost portion of the report shall provide cost incurred during the month to include a cumulative total for TDL and an estimate of costs to be incurred during the following month. The performance portion of the report shall detail work performed during the month including a breakdown of work hours performed with each deliverable, and the work expected to be performed for the following month.

#### **TASK 1: Continuity of Operations Program (COOP)**

EPA's Office of Administration and Resources Management (OARM), through the efforts of SMD, continues to address emerging COOP planning requirements related to its emergency planning and preparedness efforts. Now that OARM has a viable COOP plan in place to support the agency during EPA COOP Plan activation, it is important that OARM maintain the COOP plan in a constant state of readiness. The Contractor shall evaluate existing OARM strategies and program management plans to suggest a clearly defined approach to maintaining COOP readiness at a high level to EPA. This multi-year strategy and program management plan shall outline OARM's approach for testing, maintaining, enhancing, and managing that capability over the next five years. The strategy shall identify resource and budget requirements that will enable OARM to achieve an effective COOP capability, and will provide a schedule to complete the required actions.

**Task Description and Deliverables** The OARM COOP Plan supports the overall EPA Nationwide COOP effort. The contractor shall maintain the existing COOP Program as well as respond to new and emerging Federal requirements. TDLs and deliverables include:

- Develop a Multi-Year Strategy and Program Management Plan based on Section XVIII of the DHS HQ COOP Guidance Document. (May 2010)
- Develop a comprehensive COOP Training program and ensure personnel with COOP roles and responsibilities undergo semi-annual training. This will include table top exercises.
- The OARM COOP Plan is exercised semi-annually or as required, however not to exceed 5 times per year. The contractor will plan, coordinate, and exercise each plan as specified in the appropriate TDL.
- Develop and conduct a COOP functional exercise at least annually but no more than 5 times per year for COOP essential employees within OARM.
- Test OARM's COOP emergency communications capabilities, vital records, and databases and, at least annually but not more than 5 times per year, include a deployment to EPA's emergency relocation site.
- Update COOP Roles and Responsibilities
- Develop COOP Program Plans and Procedures (September 2010)
- Develop a COOP Risk Management Plan (September 2010)
- Provide estimates for Budget and Acquisition Resources
- Update the plans for COOP essential positions and functions
- Update Delegations of Authority within OARM
- Provide Support for the OARM COOP Site
- Support EPA Continuity Communication Plans
- Maintain updated listings of OARM Vital Records

- Maintain updated lists of Human Capital
- Update OARM's Devolution of Operation Requirements to EPA COOP Program
- Evaluate OARM's Reconstitution Operation and update as directed by COR.
- Provide support and guidance in activities and initiatives associated with complying with Federal mandates focusing on health safety, life safety, environmental safety, and agency continuity and the continuity of Government.

**Reference Documents** The Contractor shall be knowledgeable of the following documents and adhere to them in the performance of the work performed under this task:

1. National Incident Management System, dtd December 2008 provides the management framework for emergency management/response personnel and is scalable for day-to-day or large scale incidents.
2. Federal Continuity Directive 1 (FCD 1), February 2008
3. Federal Continuity Directive 2 (FCD 2), February 2008
4. HSPD 8 of December 17, 2003 National Preparedness
5. NSPD 51/HSPD 20 National Security Presidential Directive 51, "National Continuity Policy", May 9, 2007
6. Federal Preparedness Circular 65, "Federal Executive Branch Continuity of Operations (COOP)", July 26, 1999
7. "Federal Response Plan" [FEMA 9230.1-PL], April 1999
8. 41 Code of Federal Regulations 101-2, "Occupant Emergency Program", revised as of July 1, 1998
9. 36 Code of Federal Regulations 1236, "Management of Vital Records", revised as of July 1, 1998
10. Presidential Decision Directive 63, "Critical Infrastructure Protection (CIP)", May 22, 1998
11. Presidential Decision Directive 62, "Protection Against Unconventional Threats to the Homeland and Americans Overseas", May 22, 1998
12. FPC 65 Federal Response Planning Guidance 01-94, "Continuity of Operations (COOP)", December 4, 1994

## **TASK II: Occupant Emergency Plan**

The 10 EPA National Capital Region (NCR) buildings currently have a viable OEP Program which is ever evolving into a "Best Practice" for the Federal Government. It is EPA's goal to continue to improve the existing program and create an EPA Nationwide OEP Program. The contractor shall identify enhancements to the Occupant Emergency Program (OEP) and incorporate the Incident Management System into the existing program.

### **Task Description and Deliverables.**

**II.a.** The contractor shall develop and recommend ways to more effectively sustain the existing OEP Program, as well as, incorporating the Incident Management System to the program. Recommendations shall take into consideration new and existing policies and procedures, including extensive education of the workforce through Web content, tutorials, emails, publications, drills, table top exercises, and various other ways. The contractor shall develop, update, and maintain EPA policy and procedures implementing the Occupant Emergency Program for the National Capital Region and expanding it to EPA Nationwide. This task includes the development/updates to the following:

- Update the Occupant Emergency Plans for 10 buildings in the NCR - Include building specific uniqueness and vulnerabilities. (September 2010)
- Employee Emergency Preparedness Guide or something similar (June 2011)
- Incorporate the Incident Management System into the existing OEPs (September 2010)
- Create Laminated Building Maps identifying specific requirements as given (June 2010)
- Update Emergency Notification Cards as necessary.
- Update or create new Employee Orientation Pamphlets as directed.
- Providing support with evacuation programs i.e. mass evacuation, leased facility evacuation, etc. (Continuous)
- Create program outreach documents as directed.

**II. b.** Education, training, and security awareness is critical to the OEP Program. The contractor shall develop, update, maintain, and deliver education, training, and awareness materials. The materials shall also be made available on the EPA intranet. The contractor will assist EPA with posting the items on the intranet. This task includes specifically:

- National Preparedness Month Fair Posters
- National Preparedness Month Activities and Handouts
- One Live Training Session for each of the 10 buildings in the National Capital Region for overall Security Awareness
- Provide at least one manuscript for producing an OEP Video that will be made available on the EPA Intranet.
- Assist in creating the OEP Video
- Coordinate and conduct at least one evacuation and shelter-in-place drill per year, per building.
- Develop training materials and briefings introducing the Incident Command System format into the OEPs.
- Provide facilitation services for meetings and exercises

**II.c.** The current OEP Program is designed for the National Capital Region. In an effort to support EPA Regional OEP Managers, we are planning an OEP Conference as a piggy back to an existing Federal Emergency Management Conference tentatively planned for 2011 or 2012. The contractor shall provide support for conference, including:

- Developing invitee lists
- Identifying a site to hold a one day Conference
- Coordinating the logistics for the event
- Creating a website for information, sign-ups, and post-conference notes
- Preparing name tags and conducting registration on-site
- Assisting with the conference agenda and coordinating the speaker schedule
- Assist in identifying giveaways and available informational material
- Provide support and guidance for the development and implementation of emergency response and crisis mitigation initiatives

**II.d.** In an effort to evaluate the effectiveness of the OEP Program, EPA is planning to conduct an on-line survey in 2011. The Contractor shall:

- Develop Survey Questions
- Coordinate with EPA internal agencies to develop and post the survey

- Gather the results and create a summary of the responses
- Develop an after action plan to improve the OEP Program

**II.e.** Where possible, the EPA OEP Program shall include state-of-the-art technology to assist in the overall safety and security of EPA building occupants. The contractor shall :

- Maintain an expert level knowledge base of technology developments
- Recommend technical solutions to assist in a higher efficiency of the overall program.
- Coordinate technical demonstrations

### **Reference Documents**

The following documents provide authority for the OEP Program and the Incident Command System:

1. Federal Management Regulation, FMR 02-74 requires that all Federal departments and agencies comply with occupational safety and health standards established in the Occupational Safety and Health Act of 1970 and develop and implement OEPs.
2. Department of Justice, Vulnerability Assessment of Federal Facilities, dated June 95
3. Homeland Security Presidential Directive 5, Management of Domestic Incidents, dtd February 23, 2003, states all Federal Departments and agencies will use the National Incident Management System in their domestic incident management and emergency prevention, preparedness, response, recovery, and mitigation activities.
4. National Incident Management System, dtd December 2008 provides the management framework for emergency management/response personnel and is scalable for day-to-day or large scale incidents.
5. 29 CFR 1910.38 and 29 CFR 1926.35 Emergency Action Plans are required in support of OSHA requirements for evacuating employees and considering their health and safety.
6. Interagency Security Committee, *Security Standards of Leased Space*, February 10, 2005 (including Addendums 1-4: Instructions for Leased Acquisitions, Lease Security paragraphs, GSA Form 3626 Minimum Lease Security Standards, and Pre-lease Building Security Plan).

The contractor will ensure that all Division documents for external release are well written, grammatically correct, and conform to the Associated Press (AP) stylebook, the official stylebook of the newspaper industry and adapted by EPA.

### **TASK III: SMD Support**

The contractor shall also provide the Security Management Division with a support for drafting policy alternatives, standard operating procedures, and communication products (high-level/quick turnaround responses, customer correspondence, reports, documentation, online content, newsletters, presentations, training, workforce education, and more) using a variety of media and delivery methods.

The contractor shall be required to do the following tasks:

- Creating, updating, and managing standard customer service communication templates for all Personnel Security Branch (PSB) processes (nationwide); all Security Operations Branch (SOB) processes related to lock/key services and two badging offices (Headquarters); processes related to the nationwide EPASS smart card program;
- Updating, creating, and managing publication of content for all SMD intranet sites as needed, including for PSB, SOB, Physical and Infrastructure Security Branch (PISB), and EPASS, as well as for the EPASS QuickPlace site.
- Responding via email to EPA customers as needed: customers include all EPA management, federal workforce, and non-federal workforce. Deliverables include high-level, quick responses to upper management, answers to intranet queries, follow-up and heads-up emails to SMD's security partners.
- Drafting formal responses to FOIA requests, Congressional queries, inter-Agency communications as needed.
- Drafting, updating, and managing production of handbooks, guidance, policy and procedure documentation as needed for PSB, SOB, [PISBEPASS program].
- Creating outreach materials, including graphics, for all SMD branches and programs as needed. Materials may include handouts, signs, posters, broadcast emails, web postings, text messages, and more. The contractor shall advise SMD on effectively using a variety of media, formats, and delivery methods.
- Creating support material and presentations for all Branches and programs, as needed, for conferences and meetings.
- Creating content and graphics and managing production for 3-times yearly, online newsletter (nationwide). Create limited-audience news bulletins as needed.
- Creating content and graphics and managing production for workforce training and education modules, as needed, for all SMD branches. The contractor shall advise SMD on effectively using a variety of media, formats, and delivery methods for training. Subject matter may include crime prevention, emergency preparedness, personnel security processes.
- Supporting SOB on emergency notifications/communication. The contractor shall create content, as needed, and advise on effectively using a variety of media, formats, and delivery methods.